

Iowa Department of Human Services



Iowa 1115 Demonstration Waiver IowaCare Transition Plan

Amended November 18, 2013

A. Summary and Overview

The goal of the IowaCare program was to expand access to health care services for low income uninsured Iowans who did not qualify for Medicaid under traditional eligibility categories. During the eight years since implementation, this 1115 Demonstration Waiver has provided coverage to over 172,000 individuals who would otherwise have no access to health care.

The IowaCare 1115 Medicaid Demonstration Waiver was implemented in July 2005 and covered non-categorically eligible adults ages 19-64 with incomes at or below 200 percent of the Federal Poverty Level (FPL) who did not otherwise meet eligibility requirements of the Medicaid State Plan, and pregnant women with income at or below 300 percent of the FPL who had incurred family medical expenses resulting in a reduction of their family income to 200 percent of the FPL.

The IowaCare program has a limited benefit package (inpatient/outpatient hospital, physician, and limited dental) and a limited provider network. The provider network was initially comprised of two providers; 1) Broadlawns Medical Center (BMC) in Des Moines for Polk County residents; and 2) the University of Iowa Hospitals and Clinics (UIHC) in Iowa City for the remainder of the member population.

In 2010, a phased-in approach to add a limited number of Federally Qualified Health Centers (FQHCs) to the provider network was initiated to support a growing population that exceeded 66,000 in 2013. The member population is currently served by the following six FQHCs and the two originally participating hospitals.

1. Community Health Center of Fort Dodge
2. Crescent Community Health Center - Dubuque
3. Peoples Community Health Clinic - Waterloo
4. Primary Health Care - Marshalltown
5. All Care Community Health Center - Council Bluffs
6. Siouxland Community Health Center – Sioux City
7. Broadlawns Medicaid Center- Des Moines
8. University of Iowa Hospitals and Clinics- Iowa City

The Iowa legislature did not authorize continuation of the existing 1115 Demonstration Waiver which will expire December 31, 2013. On January 1, 2014, Iowa intends to implement the new Iowa Health and Wellness Plan, subject to federal approval. The Iowa Health and Wellness Plan will provide coverage to individuals with income up to and including 133 percent of the FPL. Iowa will submit necessary State Plan Amendments to implement the Iowa Health and Wellness Plan, in addition to the two 1115 Demonstration Waivers previously submitted to CMS on August 23, 2013.

The Iowa Health and Wellness Plan consist of two components.

- The 'Iowa Wellness Plan' will provide coverage to individuals with income up to and including 100 percent of the FPL, through a state-run benefit plan that is consistent with commercial market Essential Health Benefit (EHB) plans and indexed to the State Employee Plan benefits.
- The 'Iowa Marketplace Choice Plan' will provide coverage to individuals with income from 101 percent to 133 percent of the FPL through a premium assistance model whereby the state pays the premium for the individual to access coverage through a Qualified Health Plan (QHP) participating in the Marketplace.
- Individuals who are determined to be medically frail/exempt, under both options above, will have the choice to be enrolled in either State Plan Medicaid coverage or the Iowa Wellness Plan, regardless of their income (0-133 percent of FPL).

It is believed that the majority of IowaCare members will qualify for coverage under the Iowa Health and Wellness Plan. Currently, 90 percent of IowaCare members are at or below 133 percent of the FPL. IowaCare has served as a bridge to the more comprehensive coverage that will be available beginning in 2014. Iowa has developed a comprehensive outreach plan for existing IowaCare members and participating IowaCare providers who will provide information and assistance to members as they transition to their new coverage.

B. Iowa's Approach to the Transition

In June 2013, CMS approved an amendment to the IowaCare 1115 Demonstration Waiver to cap enrollment in the program beginning July 1, 2013, and to suspend all renewals for IowaCare members between July 1 and December 31, 2013. In conjunction with the enrollment cap, CMS approved extending the eligibility period of enrollees to December 31, 2013, who would otherwise need redeterminations in the last six months of the IowaCare program between July 1 and December 31, 2013.

The purpose of the enrollment cap and renewal suspension was to eliminate confusion that would result by enrolling individuals or renewing coverage in IowaCare for only a few months before the program ended, while at the same time, conducting outreach to enroll them in new programs. In addition, the cap was intended to address concerns about provider capacity due to the continually growing enrollment. The last six months of the program will be used to conduct outreach, administratively transition eligible members into the Iowa Health and Wellness Plan, and provide assistance to IowaCare members who cannot be administratively transitioned with applying for the new coverage options in the Health Insurance Marketplace that will be available on January 1, 2014.

Applications that were received on or before June 30, 2013, were processed even if the eligibility determination was not completed until after June 30, 2013. If the applicant met all eligibility requirements they were approved for IowaCare with an effective date of June 1, 2013. Applications filed on or after July 1, 2013, were denied for IowaCare eligibility.

The department maintained a list of all denied applications and is conducting outreach activities in November 2013 to provide information about the Iowa Health and Wellness Plan and the availability of plans in the Health Insurance Marketplace effective January 1, 2014. The Iowa Medicaid Enterprise (IME) Member Services Unit is available to provide customer service and assist with application and enrollment as needed.

Notices and letters were sent to IowaCare members informing them of program changes, the new program, and how to get more information. Iowa has also collaborated with local partners to provide outreach and education to members.

C. Legislative and Rule Making Process

Senate File 446 SECTION 33 – Appropriations from IowaCare Account 249J.24 provides funding for the IowaCare Program only through the first six months of State Fiscal Year (SFY) 2014 in anticipation of the program ending December 31, 2013.

Senate File 446 SECTION 166 created a new chapter 249N in the Iowa Code authorizing the Iowa Health and Wellness Plan beginning January 1, 2014, that will replace the IowaCare 1115 Demonstration Waiver.

Amendments to the Iowa Administrative Code (IAC) have been promulgated to rescind Chapter 92, IowaCare, and create Chapter 74, Iowa Health and Wellness Plan and to implement the IowaCare enrollment cap.

Draft amendments to the IAC for the new Iowa Health and Wellness Plan have been posted to the DHS website and were filed in September.

D. Eligibility Appeals

IowaCare applications received on or after July 1, 2013, were issued a Notice of Decision (NOD) with a denial message that explains the legal basis for the denial that the program is closed for new members. The denial may be appealed, but no hearing will be held pursuant to the Iowa Administrative Code 441 7.5(2)(a)(1) and 92.15.

All IowaCare members who will be cancelled effective December 31, 2013, were issued a timely Notice of Decision that explained that their coverage is ending because the program will not be available after December 31, 2013. The cancellation may be appealed, but no hearing will be held pursuant to the Iowa Administrative Code 441 7.5(2)(a)(1) and 92.15.

E. Consumer Outreach

During the week of September 30, 2013, a “teaser” flyer was distributed to all enrolled IowaCare members announcing the end of IowaCare on December 31, 2013, and notifying members of upcoming healthcare options available on January 1, 2014. Mailings were staggered over five-six weeks and distributed based upon the member’s county of residence and associated medical home. Please see Appendix A for a sample of this mailing.

In the beginning of October, another letter was sent to members informing them of the administrative transfer process. The letter instructed members to wait for an eligibility determination to arrive prior to completing an application. Please see Appendix B for a sample of this mailing

During October and November 2013, a Notice of Decision (NOD) was mailed to all active IowaCare members informing them that their benefits will continue until the program ends on December 31, 2013. Inserts were enclosed with the NOD notifying members of the health care options available under the Iowa Health and Wellness Plan and the Health Insurance Marketplace beginning January 1, 2014. Communication included an eligibility determination, enrollment instructions and contact information for assistance. See Appendix F for sample mailings and the mailing schedule.

During November 2013, targeted outreach to assist with the application process will be provided to IowaCare members who submitted applications after June 30, 2013, and were denied coverage.

F. Member Transition

Beginning January 1, 2014, Iowa will provide Medicaid coverage to individual’s ages 19-64 with income up to and including 133 percent of the FPL under the Iowa Health and Wellness Plan. Iowa will make every effort to provide a seamless transition for eligible IowaCare members to the appropriate coverage groups through administrative transfers based on verified income. In October 2013, mailings were sent to IowaCare members whose incomes above 133 percent above FPL informing them of their health care options through the Health Insurance Marketplace.

Individuals determined eligible for either the Iowa Wellness Plan or the Marketplace Choice plan will be screened for medically frail/exempt status. Those identified as medically frail/exempt will be default enrolled in the State Plan and have the option to receive ABP coverage through the Iowa Wellness Plan. Additionally, eligible individuals with access to cost effective employer sponsored insurance (ESI) coverage will be covered through the Health Insurance Premium Payment (HIPP) program. ESI coverage will be the primary payer and the Iowa Wellness Plan will be used to provide wrap coverage for any benefits not covered by the ESI plan.

Individuals enrolled in the Iowa Wellness Plan will be provided with the choice to select a PCP or, if available in their location, an HMO. Those that select a PCP may have an independent PCP or have a PCP that is associated with an ACO. Enrollees who do not make a selection will have a PCP or HMO, as applicable, auto-assigned to them, according to the current auto-assignment logic in place in the regular Medicaid program.

The following case scenarios reflect enrollment processes for current IowaCare members:

Case Scenario 1: Coverage for those with verified income 0 to 100 percent of the FPL will be administratively transferred to the Iowa Wellness Plan effective January 1, 2014.

Case Scenario 2: Coverage for those with verified income 101 to 133 percent of the FPL will be administratively transferred the Marketplace Choice Plan effective January 1, 2014.

Case Scenario 3: Individuals who have serious and complex medical conditions and other defined conditions will be identified as medically frail/exempt. Regardless of their FPL level, these individuals will be able to choose to receive benefits through the Medicaid State Plan (regular Medicaid benefits) or the Iowa Wellness Plan. The members will be notified that more comprehensive services to meet their medical needs will be available in the State Plan.

Case Scenario 4: Individuals with income 134 to 200 percent of the FPL are not eligible for Medicaid coverage and were instructed to apply for coverage through the Health Insurance Marketplace by December 15, 2013, for coverage effective January 1, 2014.

Eligibility Category - Current Authority	Eligibility Category - 1/1/2014 Authority	Benefits	Delivery System
IowaCare up to and including 100% FPL	Iowa Wellness Plan	Iowa Wellness Plan Alternative Benefit Plan	PCCM
IowaCare 101% FPL up to and including 133% FPL	Marketplace Choice Plan	Qualified Health Plan (QHP) Essential Health Benefits	QHP

IowaCare up to and including 133% FPL and determined medically frail/exempt	Iowa Wellness Plan or Marketplace Choice Plan	Default to State Plan benefits, option for Iowa Wellness Plan	FFS
IowaCare 134% FPL up to and including 200% FPL	Marketplace Affordability Premium Tax Credits	QHP Essential Health Benefits	QHP

G. Other Communication

On July 1, 2013, notice was issued to all IowaCare medical homes and eligibility staff that an enrollment freeze was implemented effective July 1, 2013. Please see Appendix C.

Website

- The IME website, www.ime.state.ia.us will be updated continually to reflect program changes as decisions are made.
- The IowaCare transition plan will be posted on the IME website, www.ime.state.ia.us.
- Information on the Iowa Health and Wellness Plan will be posted on www.ime.state.ia.us/iowa-health-and-wellness-plan.html.
- Information for members will be posted on the IME website, www.ime.state.ia.us/iowaCare/index.html and on the Frequently Asked Questions (FAQ), www.dhs.state.ia.us/uploads/Comm248%2002%2027%2013.pdf.
- Members can verify eligibility status by contacting their local DHS office or contacting IME Member Services at 1-800-338-8366 or 515-256-4606 (Des Moines area).
- Providers can verify the status of member eligibility at <https://ime-ediss5010.noridian.com/iowaxchange5010/LogonDisplay.do?jsessionId=346FE6D7DD38A53E23C36E181A522D20> or 800-338-7752 Toll Free 515-323-9639 (Des Moines area) or by contacting the IME Provider Services Unit at 1-800-338-7909 Toll Free or 515-256-4609 (Des Moines area).

Provider Communication and Recruitment

The IME distributed information regarding IowaCare phase out and transition to all contracted network providers. Informational Letter (IL) 1258 announced the end of IowaCare effective December 31, 2013. IL 1312 gave providers billing instructions for the ending the IowaCare program. See Appendix D to fully review these letters.

After the Iowa Health and Wellness Plan legislation was passed, the IME began discussions at the monthly IowaCare Steering Committee meetings on the IowaCare transition. The frequency of these meetings was increased to weekly meetings to ensure all committee members were aware of the ongoing changes. In September 2013, the IME began actively recruiting and enrolling additional providers to participate in the Iowa Wellness Plan as Patient Managers. The outreach efforts included multifaceted approaches using email, phone, on-site recruitment, educational sessions, and coordinated communication with other state agencies and provider organizations. Providers with demonstrated patient capacity may enroll as Iowa Wellness Plan providers. To date, nearly 1,000 providers have enrolled, representing coverage for at least 85% of the Iowa Wellness plan population.

Educational sessions were announced through IL 1288 (Appendix G) on September 12, 2013. Sessions were scheduled in eight different communities throughout the state in an effort to reach all interested stakeholders. Locations and dates are as follows:

- Waterloo (October 8 - 9)
- Sioux City (October 10 - 11)
- Fort Dodge (October 22 - 23)
- Council Bluffs (October 24 -25)
- Cedar Rapids (November 5 - 6)
- Bettendorf (November 7 - 8)
- Burlington (November 19 -20)
- Des Moines (November 21 -22)

As of November 8, 2013, over 1,046 providers have participated in these sessions.

The Iowa Wellness Plan has also been discussed with other professional associations including the Iowa Medical Society, the Iowa Primary Care Association, and the Iowa Dental Association. The IME expanded communications to include potential accountable care organizations (ACOs). Those meetings were held as follows.

- Mercy – August 8
- Unity Point – August 8, August 28 and November 6
- University of Iowa – August 8
- Alliance – August 21
- Wheaton Francisco – October 14

Member Communication

The IME continues to work in conjunction with the IowaCare Steering Committee to develop and continually evolve the outreach plan for IowaCare members. The plan includes notification to community partners on how to support IowaCare member through the termination of the IowaCare program.

The IME is working with DHS eligibility staff to ensure members receive communication about alternative coverage options. In addition to the current IME Member Services call center, DHS has established a new call center to support general health care coverage questions. This call center supports referrals from the federal Health Insurance Marketplace call center and helps guide individuals to the correct source for information on health care coverage options.

Community Outreach

The Federally Qualified Health Centers (FQHCs) participating in the IowaCare program are also working on community outreach, in conjunction with the Iowa Insurance Division, DHS, and the Iowa Department of Public Health, with funding from a Health Resource Services Administration (HRSA) grant. Some FQHC's have employed representatives on site to distribute mailings and offer coaching. Please see Appendix E for the Safety Net Community Care Coordination Funding application.

DHS is partnering with other community based organizations, navigators, and certified application counselors who are providing information and assistance to Iowans seeking health care coverage. DHS is making available materials for use in their efforts about Medicaid, Children's Health Insurance Program, and the new Iowa Health and Wellness Plan. Contact information is provided on where to receive additional assistance.

Consideration of Public Comment on New Waiver(s)

On July 15, 2013, the department released drafts of the Iowa Plan 1115 Demonstration Waivers to the public. This information is available at www.ime.state.ia.us/iowa-health-and-wellness-plan.html.

Under 42 CFR Part 431 and the final rule under Part 431 in the February 27, 2012, issue of the Federal Register, 77 FR 11678-11700 notice of public hearing and public comment period was released on July 15, 2013, and closed on August 15, 2013, at 4:30 pm.

Public hearings were held on:

1. July 29, 2013, at 2:00 p.m. at River Place, Room 1 2309 Euclid Ave., Des Moines, IA 50310
2. July 30, 2013, at 11:30 a.m. at Iowa Western College, Looft Hall Auditorium 2700 College Rd., Council Bluffs, IA 51503

The public hearings offered a question and answer session in addition to the public comment period. Written comments were addressed to:

Maggie Reilly, Department of Human Services,
Iowa Medicaid Enterprise,
100 Army Post Road,
Des Moines, IA 50315.

Comments were also sent to the attention of: **DHS, Iowa Health and Wellness Plan** at DHSIMEHealthandWellnesPlan@dhs.state.ia.us through **August 15, 2013**.

The public was allowed to view all comments by contacting Maggie Reilly at the above address.

The IME considered all public comments in preparation for the two waiver requests that were submitted to CMS on August 23, 2013, to implement the Iowa Health and Wellness Plan. Based on preliminary discussions with CMS, the department does not anticipate major changes to the proposed waivers and is prepared to make any adjustments to align with the approved special terms and conditions.

H. Administrative Changes

Operations

Operational changes required to end the IowaCare program span across all units of the IME as well as other areas within DHS. System-wide coordination allows a smooth phase-out of the program.

Changes to the Information Technology (IT) System

DHS has not approved IowaCare applications filed on or after July 1, 2013, or later. IowaCare Aid Types utilized within the Medicaid Management Information System (MMIS) will stop on January 1, 2014.

No new IowaCare eligibility cards have been issued since the July 1, 2013 enrollment cap. Replacement cards are generated and mailed upon request for lost, stolen, or damaged eligibility cards through December 31, 2013.

Monthly IowaCare patient listings provided to each medical home will be discontinued after November 30, 2013. Medical home assignments will cease effective December 31, 2013.

Eligibility Verification System (ELVS) messages will be modified to reflect appropriate eligibility.

The claims system has been updated to process IowaCare inpatient claims in accordance with IL 1312 (See Appendix D). Claim edits will be enacted per Iowa Administrative Code Chapter 92.9(1), which states; *“to facilitate tracking of expenditures, clean claims for IowaCare services shall be submitted to the Iowa Medicaid Enterprise within 20 days from ending date of service”*.

Contracts

Contracts with current IowaCare providers will be terminated effective December 31, 2013. Contracts for other aspects of IowaCare administration, such as the IME Revenue Collections unit, will be amended to delete those provisions.

Manuals

Employee manuals will be updated to remove all IowaCare references. Provider manuals will be updated to remove references to the IowaCare program contained within the General Program Policies, Member Eligibility.

Appendix A

Changes for IowaCare Members

What's Happening

On December 31, 2013, IowaCare will end for all members. On January 1, 2014, there will be new health care choices for IowaCare members. You will be able to apply for this new program beginning in October 2013.

Is Anything Changing Now?

Between now and December 31, 2013, you should continue to go to your assigned IowaCare Medical Home for care.

If you have questions, please contact **Iowa Medicaid Member Services at 1-800-338-8366** or locally in the Des Moines area at 515-256-4606.

New Choices for Health Care

A new health insurance program called the Iowa Health and Wellness Plan will begin on January 1, 2014. Most people on IowaCare will be eligible for this new program.

Over the next few months, the Department of Human Services (DHS) will mail you information and instructions on how to apply for the new health insurance options.

Be sure to watch your mail for news and more details.

What You Need to Do

For now all you need to do is continue to report the following required changes to the Department of Human Services by calling this toll free number 1-877-347-5678:

- Address change
- If you obtain other health insurance coverage
- If you enter a nonmedical institution, including but not limited to jail or other penal institution.
- If you are required to pay a monthly premium, you must make the payment or declare a hardship on time every month. Failure to pay or declare a hardship on time could result in losing your benefits.

More Information

Visit us online at www.ime.state.ia.us/Members/index.html or visit the Health Insurance Marketplace at www.healthcare.gov.

Questions?

Contact Iowa Medicaid Member Services at 1-800-338-8366 or locally in the Des Moines area at 515-256-4606.

Appendix B



Iowa Department of Human Services

Terry E. Branstad
Governor

Kim Reynolds
Lt. Governor

Charles M. Palmer
Director

Member Name
Address
City, State Zip

IMPORTANT: Changes in Your IowaCare Coverage

Dear IowaCare Member,

On December 31, 2013, the IowaCare program will end for all members. However, you may be eligible for the new Iowa Health and Wellness Plan that starts on January 1, 2014.

At this time you do not need to do anything to apply for new health care that starts January 1, 2014.

You will be sent a letter explaining your next steps in late October.

The Department of Human Services will check to see if you can get coverage under the Iowa Health and Wellness Plan. You will get a letter telling you if you are eligible.

If we cannot determine if you are eligible for the Iowa Health and Wellness Plan based on the information we have, you will get a letter asking you to file an application for coverage. To file an application online, go to www.HealthCare.gov or call 1-800-318-2596.

IMPORTANT: In order to make sure we are able to contact you about these changes, please make sure to report your new address if you move by calling 1-877-347-5678 (toll free).

For now, you should still go to your assigned IowaCare Medical Home for care and keep paying your premium if you have one.

Questions? Call Member Services at **1-800-338-8366**, or locally in the Des Moines area at 515-258-4806 between 8:00 a.m. and 5:00 p.m., Monday through Friday. Member Services can also be reached by email at IMEMemberServices@dhs.state.ia.us.

Call or write the Member Services Call Center at:

PO Box 36510, Des Moines, Iowa 50315 – (800) 338-8366; (515) 725-1003 (local in the Des Moines area)

Please visit our website at www.iahs.state.ia.us or e-mail us at IMEMemberServices@dhs.state.ia.us

Iowa Medicaid Enterprise – 100 Army Post Road - Des Moines, IA 50315

Appendix C

Subject: IowaCare changes effective July 1, 2013

Please share this message with all appropriate staff.

Subject: **1. IowaCare Enrollment Closed to New Members**
 2. IowaCare Current Certifications Extended to 12/31/13

Effective Date: July 1, 2013

1. Effective July 1, 2013, IowaCare enrollment will be closed to all **new** members.
 - *IowaCare Applications* received prior to July 1, 2013, will be processed as usual.
 - *IowaCare Applications* received on or after July 1, 2013:
 - First, screen for other Medicaid eligibility, including Medically Needy with a spend down.
 - If ineligible for any other Medicaid group, deny the IowaCare application – a new denial message #286 will be released prior to July 1, 2013:

“Your application for IowaCare has been denied because enrollment for IowaCare members has been closed effective July 1, 2013.
2. There will be no more *IowaCare Renewal* processing for certification periods ending July 31, 2013 or later.
 - *IowaCare Renewal* forms received prior to July 1, 2013, should be processed as usual. IowaCare members who meet the eligibility requirements will be assigned a new certification from July 1, 2013 through December 31, 2013, when renewal entries are made in IABC.
 - *IowaCare Renewal* forms will not be system issued to members who certifications were scheduled to end July 31, 2013 and later months. The certification period will be automatically extended to 12/31/13.

A training webinar will be released before June 28, 2013 for detailed instructions.

Please Note: Planning for the end of the IowaCare program is an ongoing process and information will shared when it becomes available.

As always, if you have any IM System or Policy questions or problems, please call the SPIRS Help Desk at 281-3572 or 1-800-645-2987 or e-mail us at DHS, SPIRS Help Desk.

Appendix D

INFORMATIONAL LETTER NO.1258

DATE: July 2, 2013

TO: All Iowa Medicaid Providers

ISSUED BY: Iowa Department of Human Services, Iowa Medicaid Enterprise (IME)

RE: IowaCare Program Enrollment Cap Effective July 1, 2013

EFFECTIVE: July 1, 2013

IowaCare is a federally-authorized waiver program that provides limited medical care for low-income adults ages 19-64 who would not otherwise qualify for Medicaid. The IowaCare network is currently supported by designated Federally Qualified Health Centers (FQHC) across the state, Broadlawns Medical Center, and the University of Iowa Hospitals and Clinics (UIHC).

The IowaCare program will end on December 31, 2013. In order to phase out the program, beginning July 1, 2013, the IowaCare program will no longer approve new applications. Members currently enrolled in the program will continue to be eligible for services until the program ends, unless they are dis-enrolled for another reason (e.g. moving out of state or not paying the premium).

Applications filed prior to July 1, 2013, will be processed as usual. The IME will begin to educate IowaCare members and will reach out throughout the summer and fall to help members prepare for expected changes in 2014.

In the meantime, there will be no changes to the services offered to IowaCare members.

The IME appreciates your continued partnership as we work together to serve the needs of Iowa Medicaid members. If you have any questions please contact the IME Provider Services Unit at 1-800-338-7909, locally (in Des Moines) at 515-256-4609 or by email at imeproviderservices@dhs.state.ia.us.

INFORMATIONAL LETTER NO.1312

DATE: November 4, 2013

TO: Iowa Medicaid Hospitals, Physicians, Advanced Registered Nurse Practitioners, Intermediate Care Facilities, and Skilled Nursing Facilities

FROM: Iowa Department of Human Services, Iowa Medicaid Enterprise (IME)

RE: IowaCare Transition Updates

EFFECTIVE: January 1, 2014

The IowaCare program will end effective December 31, 2013. On June 20, 2013, Senate File 446 was signed by Governor Branstad and established a new program, the Iowa Health and Wellness Plan which begins on January 1, 2014. This letter provides updates on several changes in the IowaCare program during the transition.

Iowa Administrative Code

Edits will be enacted per Iowa Administrative Code Chapter 92.9(1), which states; “*to facilitate tracking of expenditures, clean claims for IowaCare services shall be submitted to the Iowa Medicaid Enterprise within 20 days from ending date of service*”.

Providers will be able to submit clean claims for services rendered through December 31, 2013, for payment through January 20, 2014. Claims received on or after January 21, 2014, will be denied as untimely. Claims adjudicated timely that denied for supporting documentation or medical necessity will be accepted via the Provider Inquiry form, [470-3744](#) or electronically by attaching the Claim Attachment Control form, [470-3969](#). Both forms are found at <http://www.ime.state.ia.us/Providers/Forms.html>.

Completing the ACN Field on Electronic Claims

When completing the electronic claim, enter the word “IowaCare” and an Attachment Control Number (ACN) in the **Attachment Control Number (ACN)** field.

- If using PC-ACE Pro 32, the ACN box is located on the ***Institutional claim*** on the *Extended General tab*. Enter the word “IowaCare” in the box marked *Attachment Control Number*.
- ***Professional claim***, use the EXT Pat/Gen (2) tab. Enter the word “IowaCare” in the box marked *Attachment Control Number*.
- The ACN field is loop 2300 segment PWK05-06.

Use the drop down boxes to complete both the **Type** and **Trans** boxes:

- Type: "Operative Note" or OZ.
- Tran: "File Transfer" or FT.

Necessary claim corrections or adjustments will still be processed by the IME for 365 days following the adjudication date. Recoupments have no time limit.

Claim resubmissions, either electronic or paper will only be accepted through June 30, 2014.

Inpatient Claim Submission

Claims with inpatient stays that begin in 2013 and end with a discharge in 2014 will be handled according to the member's eligibility status.

- IowaCare inpatient claims for dates of service up through December 31, 2013, should be submitted with a Type of Bill 112 and status code 30. The IME will "special handle" the claims through a process that bypasses edits related to interim claims and/or concurrent care.
- Iowa Wellness Plan claims for inpatient stays in January 2014 will be processed as an interim claim and special handled by the IME to bypass edits related to interim claims and concurrent care.

If you have any questions, please contact the IME Provider Services Unit at 1-800-338-7909, or locally in the Des Moines at 515-256-4609 or by email at imeproviderservices@dhs.state.ia.us.

Appendix E

Iowa Primary Care Association Letter of Intent to Apply For Safety Net Community Care Coordination Funding

As a result of funding from the Iowa Legislature, the Iowa Primary Care Association (Iowa PCA) in its role in convening the Iowa Collaborative Safety Net Provider Network (Network) is seeking letters of intent for application of funding available to support community care coordination initiatives. The goals of this funding are to meet the unique needs of high risk populations, deploy care coordination services to help support primary care practices, and to demonstrate the value of care coordination and linkages to community resources that can support the social and behavioral health needs of patients, improve quality, population health, decrease costs, and engage practices in quality improvement initiatives to meet the Institute for Healthcare Improvement's Triple Aim. The Iowa PCA is working in conjunction with the Iowa Department of Human Services to align this initiative with the health care delivery system model developed under the State Innovation Model grant from the Centers for Medicare and Medicaid Services.

The Network is comprised of Community Health Centers, Rural Health Clinics, Critical Access Hospitals, Family Planning Agencies, Behavioral Health providers, Free Clinics, County and Local Boards of Health and Maternal/Child Health Providers, Academic Partners, and other partners.

The mission of the Network is:

"Through collaboration, innovation, and advocacy, the Iowa Collaborative Safety Net Provider Network improves access to health services, quality of patient care, and the health of underserved patients in Iowa."

The goals of the Network are as follows:

- ❖ Increase underserved populations' access to health services.
- ❖ Increase health system integration and collaboration across the continuum of care with a focus on safety net services.
- ❖ Enhance the Iowa Collaborative Safety Net Provider Network's communications and education efforts

The Network requests that interested organizations develop and submit a letter of intent for available community care coordination funding. Community care coordination funding will provide two regions with approximately \$300,000 (per region) as well as statewide support focused on improving primary care providers' ability to manage the pharmaceutical and behavioral health needs of their high risk Medicaid and uninsured patients. The community care coordination funding should be used to build a team of care coordination resources to support primary care practices in becoming more patient centered. This initiative is intended to demonstrate the necessity and value of this type of care coordination infrastructure for safety net, rural, small, and independent providers and has the potential to play an import role in Iowa Medicaid Enterprise's State Innovation Model development.

Organizations submitting a letter of intent should address the following criteria in a response that is no longer than eight pages, single-spaced, using a 12-point font.

Appendix F

IowaCare Member Mailing Schedule

Mailing #1: IowaCare Members with Income Above Iowa Health and Wellness Eligibility

- Mailing Began: October 23, 2013
- Mailing Sent: Approximately 11,000 Individuals
- Mailing Included:
 - Notice of Decision (first text block in IowaCare_Transition_NOD_Messages.pdf)
 - Flyer (DHS_NotEligible_Final.pdf)

Mailing #2: IowaCare Members Eligible for Iowa Marketplace Choice Plan (101-133% FPL)

- Mailing Began: Week of October 28, 2013
- Mailing Sent: Approximately 8,700 Individuals
- Mailing Included:
 - Notice of Decision (third text block in IowaCare_Transition_NOD_Messages.pdf)
 - Flyer (DHS_Enroll_MktChoice_Final.pdf)

Mailing #3: IowaCare Members Eligible for Iowa Wellness Plan (0-100% FPL)

- Mailing Sent: Week of November 4, 2013
- Mailing Sent: Approximately 43,000 Individuals
- Mailing Included:
 - Notice of Decision (second text block in IowaCare_Transition_NOD_Messages.pdf)
 - Flyer (DHS_Enroll_Wellness_Final.pdf)

IowaCare Transition NOD Messages

September 27, 2013

Instead of the worker name, the NOD will show Medicaid Member Services and the toll-free number. For Polk County cases only, the DM local number will be used.

Group who are over income for IHAWP

287M Your IowaCare eligibility will end 12/31/13. You will be notified if you become ineligible before that date because of another reason, such as: turning 65, enrolling in Medicare, enrolling in other health insurance, or not paying your premium on time.

Because the IowaCare program is ending, your eligibility certification period will end on 12/31/13. This means that you will need to apply for other medical coverage to start 1/1/14. See the enclosed sheet about how to apply for other medical help.

You have the right to appeal this notice but may be denied a hearing based on 441 Iowa Admin. Code 7.5(2)(a)(1) and 92.15.

Legal reference: Code of Iowa 249J.26(2); 441 Iowa Admin. Code 92.6(5) (249A, 249J); Iowa Acts 2013 SF 446; EM 8-O, IowaCare Legal Basis.

Group who will be enrolled in the Iowa Wellness Plan

Your IowaCare eligibility will end 12/31/13. You will be notified if you become ineligible before that date because of another reason, such as: turning 65, enrolling in Medicare, enrolling in other health insurance, or not paying your premium on time.

Good News! You are eligible for the Iowa Wellness Plan beginning on 1/1/2014. This means that you DO NOT need to apply for other medical help after your IowaCare ends. Information about your healthcare choices will be mailed to you soon. See the enclosed flyer about the Iowa Wellness Plan you will have beginning 1/1/2014.

You have the right to appeal this notice but may be denied a hearing based on 441 Iowa Admin. Code 7.5(2)(a)(1) and 92.15.

Legal reference: Code of Iowa 249J.26(2); 441 Iowa Admin. Code 92.6(5) (249A, 249J); Iowa Acts 2013 SF 446; EM 8-O, IowaCare Legal Basis.

Group who will be enrolled in the Iowa Marketplace Choice Plan

Your IowaCare eligibility will end 12/31/13. You will be notified if you become ineligible before that date because of another reason, such as: turning 65, enrolling in Medicare, enrolling in other health insurance, or not paying your premium on time.

Good News! You are eligible for the Iowa Marketplace Choice Plan beginning on 1/1/2014. This means that you DO NOT need to apply for other medical help after your IowaCare ends. Information about your healthcare choices will be mailed to you soon. See the enclosed flyer about the Iowa Marketplace Choice Plan you will have beginning 1/1/2014.

You have the right to appeal this notice but may be denied a hearing based on 441 Iowa Admin. Code 7.5(2)(a)(1), 74.15 and 92.15.

Legal reference: Code of Iowa 249J.26(2); 441 Iowa Admin. Code 92.6(5) (249A, 249J), Iowa Acts 2013 SF 446; EM 8-O, IowaCare Legal Basis.

MEMBERS OVER 133 PERCENT OF FPL



Iowa Department of Human Services

Important Information About Your IowaCare Coverage

On December 31, 2013, your IowaCare benefits will end. If you want to get health care coverage after December 31, you will need to apply through the Health Insurance Marketplace. To ensure you have health care coverage starting on January 1, 2014, you must apply **no later than December 15, 2013.**

To apply, please follow these 3 easy steps:

- 1 Visit www.HealthCare.gov or call 1-800-318-2596**
- 2 Have the following information available to fill out the application about each person in your family:**
 - Personal information (names, birthdates, social security numbers, etc.)
 - The amount of income each person has (examples include earnings from a job or self-employment and social security benefits)
 - Current health insurance information
- 3 You will be notified of the health care plan you are eligible for, including:**
 - Insurance through the Health Insurance Marketplace and the amount of help you get to pay the premiums; or
 - The Iowa Health and Wellness Plan; or
 - Iowa Medicaid

www.HealthCare.gov 1-800-318-2596

MEMBERS 101 – 133 PERCENT OF FPL



Iowa Department of Human Services

The IowaCare program will end on December 31, 2013. However, based on the information in our records, we have determined that you are eligible for the new **Iowa Marketplace Choice Plan**. You have been automatically enrolled for coverage beginning on January 1, 2014. Under the Iowa Marketplace Choice Plan you will be able to choose between at least two health insurance plans for your coverage. You will have a wide range of benefits and be able to go to a provider in your community.

Important:

- You do not need to fill out an application. You have been automatically enrolled in the new plan.
- Please read the enclosed letter for more information.
- Under the **Iowa Marketplace Choice Plan** you will be able to choose which participating health plan you want.
- An enrollment packet will be mailed to you between November 19 and December 8 telling you what health plan you have been assigned to. **If you want to change to another health plan, follow the steps in the packet.**

To learn more about the Iowa Marketplace Choice Plan and the services that will be covered, go to **www.ime.state.ia.us** or call **1-800-338-8366** or in the Des Moines area **515-256-4606**.



Iowa Department of Human Services

The IowaCare program will end on December 31, 2013. However, based on the information in our records, we have determined that you are eligible for the new **Iowa Wellness Plan**. You have been automatically enrolled for coverage beginning on January 1, 2014. The Iowa Wellness Plan will provide you with a wide range of benefits and you will be able to go to a provider in your community.

Important:

- You do not need to fill out an application. You have been automatically enrolled in the new plan.
- Please read the enclosed letter for more information.
- An enrollment packet will be mailed to you between November 19 and December 8 telling you what provider has been chosen for you. You will be able to change to a different provider at that time. **If you want to choose a different provider, follow the steps in the packet.**

To learn more about the Iowa Wellness Plan and the services that will be covered, go to **www.ime.state.ia.us** or call **1-800-338-8366** or in the Des Moines area **515-256-4606**.

Appendix G



Iowa Department of Human Services

Terry E. Branstad
Governor

Kim Reynolds
Lt. Governor

Charles M. Palmer
Director

INFORMATIONAL LETTER NO.1288

DATE: September 12, 2013

TO: Iowa Medicaid Providers (Excluding Individual Consumer Directed Attendant Care)

FROM: Iowa Department of Human Services, Iowa Medicaid Enterprise (IME)

RE: Iowa Health and Wellness Plan Education and Training

EFFECTIVE: Upon Receipt

In May 2013, the Iowa Legislature passed the Iowa Health and Wellness Plan. The Iowa Health and Wellness Plan is intended to replace the IowaCare 1115 Demonstration Waiver ending on December 31, 2013. Effective January 1, 2014, the Iowa Health and Wellness Plan will offer new coverage options to adults ages 19 through 64 with income up to and including 133 percent of the Federal Poverty Level (FPL). The IME is currently developing the new programs, and future informational letters will provide additional details.

The IME recognizes that provider education is critical in successfully implementing a new program. A live provider education module on the upcoming changes will be offered in eight different communities throughout the state this fall. In an effort to meet the anticipated demand for information, the **same training module will be offered twice** in each community where it is presented.

Iowa Health and Wellness Plan in 2014: The session is an overview of the program for new member populations within the Medicaid program. This session will cover the following topics:

- Background and Legislative Intent of the New Program
- Marketplace Choice Waiver
- Wellness Plan Waiver
- Provider Responsibilities and Contracting
- Member Program Eligibility
- IowaCare Transition

Registration: The IME is using an online registration tool to prevent overbooking of the training sessions and to simplify the sign-in process at each venue, just as we do for our Annual Provider Training sessions. Each individual session will have its own registration form. Each registration form offers a field to submit a question related to the Health and Wellness Program. Your questions will help us make the training as valuable and informative as possible.

Iowa Medicaid Enterprise – 100 Army Post Road - Des Moines, IA 50315

- If you are unable to complete the online registration form for any reason please contact the Provider Services Unit at 1-800-338-7909, locally 515-256-4609 or by email at imeproviderservices@dhs.state.ia.us and a representative will complete a form on your behalf.
- If you are unable to register because a session is fully booked, please review the schedule of the site sessions for a different location near your community.

Please plan on attending your selected session at the date and time requested. You will *only* be contacted by the IME if we are unable to accommodate your request. Actual session end times will be dependent on the need of each particular session. The time frames provided are an estimate and we ask you to plan accordingly. There is no cost to attend these sessions.

How to Register:

All providers are welcome to attend both morning and afternoon sessions. Please go to our website at www.ime.state.ia.us/Providers/ATRegistration.html to complete the online Training Registration form.

Site Information: Listed below are the dates, times, and locations of the Provider Education Sessions:

If you are unable to attend these sessions, similar information will be available on our website in December; and based on feedback from the live sessions, a FAQ (Frequently Asked Questions) document will be developed and available online.

Schedule and Location Information

Venue	Dates	Time	Address/Location	Additional Information
Waterloo	Tuesday 10/8	1:00 PM- 3:30 PM*	Hawkeye Community College	Tama Hall; Rooms 107A & 107B
	Wednesday 10/9	9:00 AM- 11:30 AM*	1501 E. Orange Rd Waterloo, IA 50704	Visitor Parking
Sioux City	Thursday 10/10	1:00 PM- 3:30 PM*	Western Iowa Tech Community College	Cargill Auditorium (D103)
	Friday 10/11	9:00 AM- 11:30 AM*	4647 Stone Ave. Sioux City, IA 51106	Visitor Parking

Fort Dodge	Tuesday 10/22	1:00 PM- 3:30 PM*	Iowa Central Community College East Campus 2031 Quail Avenue Fort Dodge, IA 50501	Triton Room
	Wednesday 10/23	9:00 AM- 11:30 AM*		Visitor Parking
Council Bluffs	Thursday 10/24	1:00 PM- 3:30 PM	Iowa Western Community College 2700 College Rd Council Bluffs, IA 51503	Looft Hall Auditorium
	Friday 10/25	9:00 AM- 11:30 AM*		Visitor Parking
Cedar Rapids	Tuesday 11/5	1:00 PM- 3:30 PM*	Kirkwood Community College 7725 Kirkwood Blvd SW Cedar Rapids, IA 52404	The Hotel at Kirkwood Ballroom A & F
	Wednesday 11/6	9:00 AM- 11:30 AM*		Visitor Lot
Bettendorf	Thursday 11/7	1:00 PM- 3:30 PM*	Scott Community College 500 Belmont Rd. Riverdale, IA 52722	Student Life Center
	Friday 11/8	9:00 AM- 11:30 AM*		Visitor Parking
Burlington	Tuesday 11/19	1:00 PM- 3:30 PM*	Catfish Bend Inn & Spa 3001 Winegard Dr. Burlington, IA 52601	Pzazz Convention and Event Center
	Wednesday 11/20	9:00 AM- 11:30 AM*		Event Center Parking Lot
Des Moines	Thursday 11/21	1:00 PM- 3:30 PM*	Wallace Building 502 E. 9th St. Des Moines, IA 50319	Main Auditorium
	Friday 11/22	9:00 AM- 11:30 AM*		Parking: Ramps down the street or Visitor Lots.

*Session times may vary depending on attendee participation

If you have any questions please contact the IME Provider Services Unit at 1-800-338-7909, or locally at 515-256-4609 or email at imeproviderservices@dhs.state.ia.us.